

Position Description

Technical Support Team Lead

Position No:	Insert existing number if unchanged / NEW
Business Unit:	Chief Operating Officer (COO)
Division:	Information Services
Department:	Digital Workplace Services
Classification Level:	HEO7
Employment Type:	Full-Time
Campus Location:	Bundoora, Victoria
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

Position Context/Purpose

The Technical Support Team Lead, reporting to the Manager, Workplace Technology at La Trobe University is responsible for leading a team of technical support specialists who manage desktop and audiovisual (AV) support, oversee teaching room technology, and provide additional capacity to the customer support during peak periods. This role ensures the effective delivery of technical support services across the University, fostering a responsive and customer-focused environment.

The position demands a high level of technical expertise, strategic planning, and staff management skills to enhance the quality and efficiency of support services provided to the University community.

Key Duties & Accountabilities:

Expert Problem Solving and Innovation:

- Apply theoretical knowledge, management, or policy expertise to solve complex technical problems, developing innovative methodologies and proposing new solutions.
- Lead the application of proven techniques in desktop and AV support, demonstrating technical sophistication and innovation to enhance service delivery.

Strategic Planning and Coordination:

- Independently monitor, review, and develop procedures for technical support, adapting them to fit policy prescriptions and accommodate diverse interests.
- Coordinate actions across specialist, organisational, or functional boundaries, proposing initiatives that anticipate customer needs and facilitate change management.

Leadership and Staff Management:

- Manage a team of technical support specialists with distinct areas of expertise, allocating responsibilities, reviewing performance, and providing training and development.
- Take operational responsibility for staff delivering significant technical support services, advising senior managers on procedures, systems, and priorities.
- Develop and improve staff capabilities, motivating and mentoring them to meet current and future requirements, providing constructive feedback and support for high-quality performance.

Consultancy and Recognition:

- Provide consultancy advice on complex technical issues, leveraging recognised expertise in specialised areas of desktop and AV support.
- Develop proposals and recommendations, advising higher-level staff on program objectives, organisational structures, and input to operational budgets.

Negotiation and Feedback:

- Negotiate solutions involving diverse interests and contributors with different areas of expertise, fostering collaboration and conflict resolution.
- Continuously monitor and manage staff performance, mentoring them to meet role requirements, and providing constructive feedback and support for high-quality contributions.

Essential Criteria

Skills and knowledge required for the position

- Extensive experience in managing desktop and AV support services, with a strong understanding of teaching room technology and technical support best practices.
- Proficiency in troubleshooting and resolving complex technical issues related to hardware, software, and AV equipment.
- Strong knowledge of IT service management frameworks, such as ITIL, and familiarity with remote support tools and technologies.
- An undergraduate degree in any area relevant to the position with at least 4 years subsequent experience; or extensive experience and management expertise; or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Excellent interpersonal and communication skills, with the ability to engage effectively with stakeholders at all levels and provide clear technical guidance.
- Strong organisational and time management skills, with the ability to manage multiple tasks and priorities effectively.
- Demonstrated experience in staff management, including performance review, training, and development.

Capabilities required to be successful in the position

- **Strategic Vision:** Ability to shape and implement strategic plans for technical support services, aligning with University policies and objectives.
- **Problem-Solving Skills:** Strong analytical and problem-solving abilities to address complex technical issues and develop innovative solutions.
- **Leadership and Development:** Effective leadership and people management skills, with a focus on developing and motivating a team of technical support specialists to achieve high-performance outcomes.
- **Customer Focus:** Commitment to delivering high-quality, customer-focused support services, with a proactive approach to understanding and meeting the needs of the University community.
- **Collaboration and Negotiation:** Excellent collaboration and negotiation skills, with the ability to foster teamwork and resolve conflicts effectively.
- **Continuous Improvement:** Strong commitment to continuous improvement, with the ability to monitor performance, identify areas for enhancement, and implement effective changes to service delivery.

Essential Compliance Requirements

To hold this La Trobe University, position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

Position Flexibility

We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

Our success can be attributed to its strong sense of community. We have a long-standing commitment to diversity, inclusion and social justice; we are committed to providing a workplace where all staff feel valued, respected and supported to achieve their full potential. We strive to build a workplace where all employees of diverse backgrounds, abilities, experiences, sexuality, gender, religion and age are welcome, valued, respected and one that is representative of our community. We demonstrate our cultural qualities by holding ourselves accountable and creating a culture of trust and innovation while genuinely caring for one another.

La Trobe's Cultural Qualities:

WE ARE CONNECTED



We are **connected** to each other and the communities around us. We engage with those communities to learn from our past, inform our present and impact our future.

WE ARE INNOVATIVE



We are **innovative** in tackling the most important issues of our time. We are inquisitive and seek to develop new ideas that positively impact the way we work and the world around us.

WE ARE ACCOUNTABLE



We are **accountable** for what we do and share a commitment to excellence. We are courageous and respectful in the way we hold ourselves and each other to account.

WE CARE



We **care** about what we do and value the power of education and research. We care about each other and strive to create a safe and inclusive community.

For Human Resource Use Only

Initials: Date: